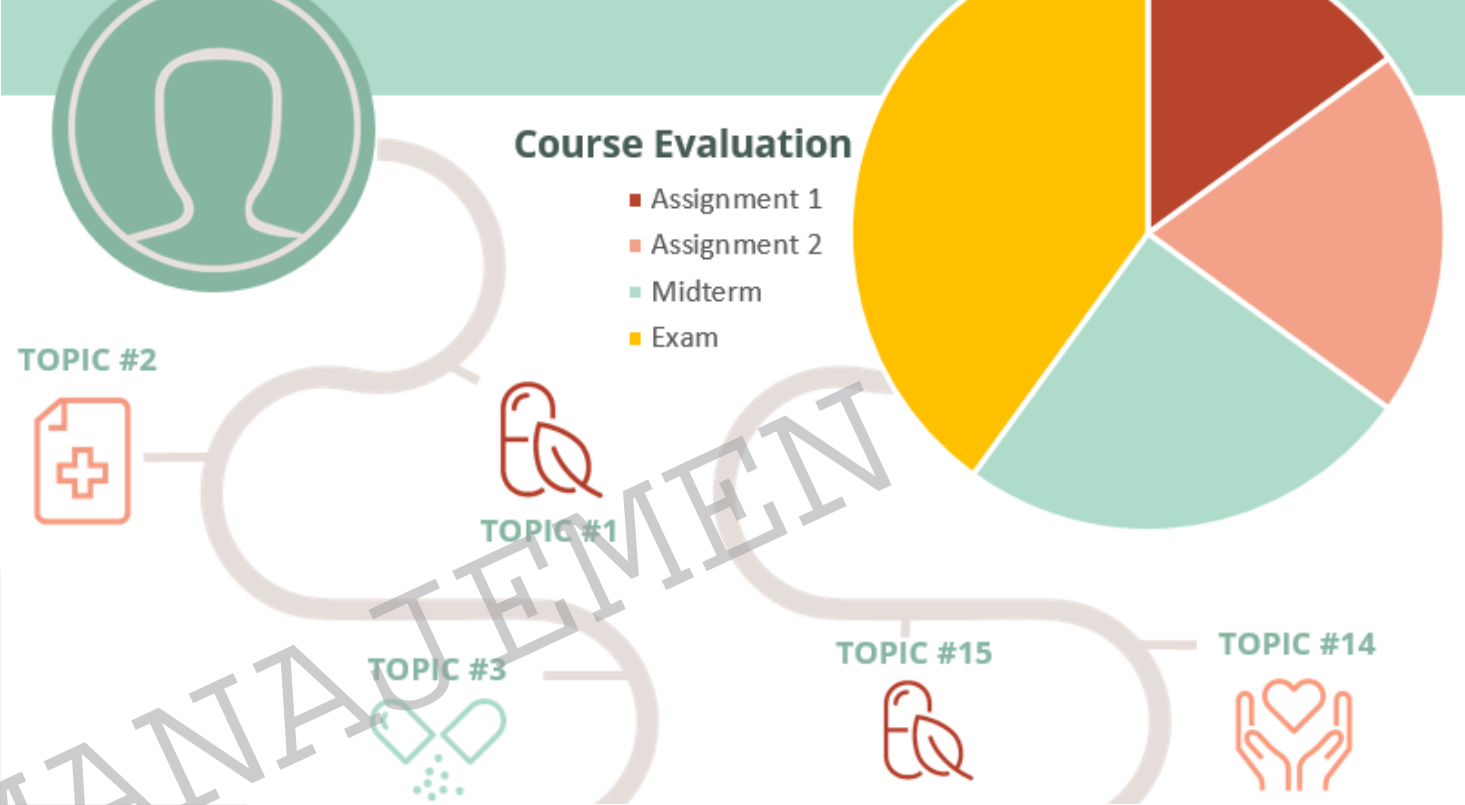




## ***DESIGNING LEARNING PROGRAM***

# Designing Learning Evaluation



# Designing Learning Evaluation

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## The 3 Reasons to Evaluate:

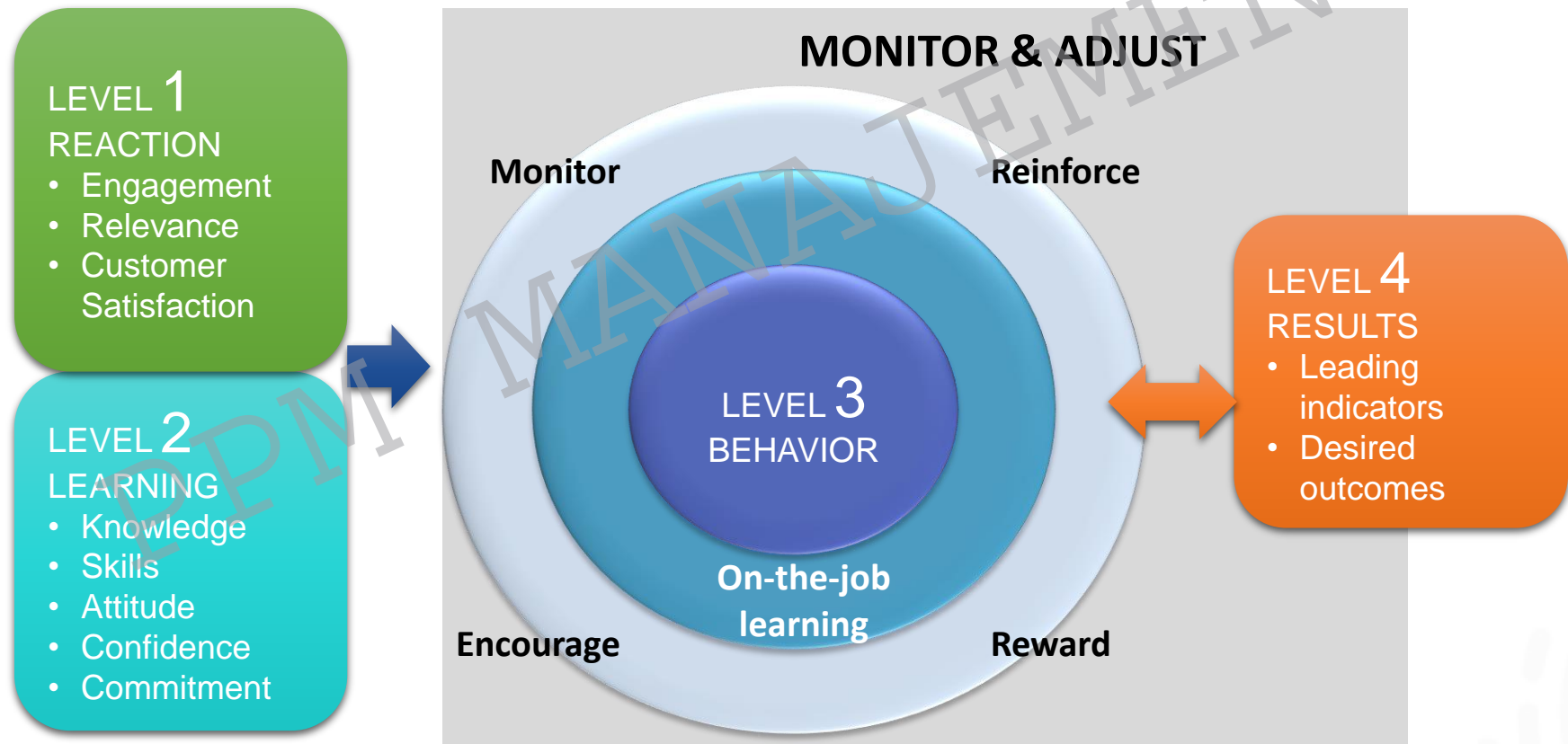
To improve the program

To maximize transfer learning to behavior and subsequent organizational results

To demonstrate the value of training or learning to the organization

# Designing Learning Evaluation

## The New Kirkpatrick Model of Evaluation



# LEVEL 1 - REACTION

The degree to which participants find the training/learning favorable, engaging and relevant to their jobs.

Please complete these form to let us know your reaction to this program. Your input will help us to evaluate our efforts, and your comments and suggestions will help us to plan and improve future programs.

Your Name	:	Date of Program	:
Program Title	:	Venue	:
Pillar	:	Employee/Agency/Bancassurance *)	
Trainer (s)	:		

Please work through the form and check the relevant box.

Post-Program Reaction	Strongly Disagree	Disagree	Agree	Strongly Agree
Me				
1 I was personally interested/motivated in taking this program.				
2 I had the necessary prerequisite knowledge for completing this program.				
3 My supervisor discussed my attendance in this program with me prior to the event.				

## Materials/Environment

4 The media (presentation, handbooks, exercise, etc.) were relevant/up to date.				
5 The layout/style of the material helped my learning experience.				
6 There was a good mix of materials (e.g., presentation, video, discussion, exercises, roleplay, and case).				
7 The group size was right for this program.				
8 Facilities and technological equipment were appropriate for the program.				

Relevance				
7 The program content matched the objectives outline in the instructions.				
8 The program is relevant to the role I perform/my responsibilities.				
9 The course allowed me to relate my existing knowledge and relate it to the new knowledge.				
Effectiveness				
10 I had opportunity to practice, apply, and gain feedback of my learning during the program.				
11 I had opportunity to question and discuss the subject matter during the program.				
12 I was able to apply this learning to my role.				
13 The tutors were effective, had knowledge of the subject matter, responded fully, and had relevant examples.				
14 Please indicate the overall effectiveness of this program.				

# LEVEL 2 - LEARNING

The degree to which participants acquire the intended knowledge, skills, attitude, confidence, and commitment based on their participation in the training/learning program

## FORMATIVE

- Knowledge test/check is typically assessments or tests before and after the training/learning program to explain a concept in the material
- Discussion aims to determine the participants' understanding of the material;
- Individual/group activity where participant can work individually or in a group to complete the task related to the material;
- Role play aims expose participants to different viewpoints or ways of thinking about a situation, expand their ability to resolve situations, relate the situations to the material and provide experience within a given context;
- Simulation normally used to assess the current or predict the future, try to relate what participants have learned with their daily work



# LEVEL 2 - LEARNING

## SUMMATIVE

The degree to which participants acquire the intended knowledge, skills, attitude, confidence, and commitment based on their participation in the training/learning program

- Knowledge test/quiz/post-test;
- Presentation;
- Teach back;
- Action planning;
- Demonstration/performance test;
- Survey;
- Interview;
- Focus group/group interview



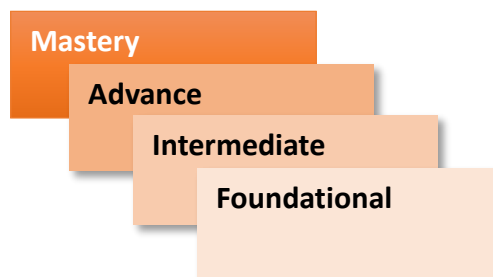
# LEVEL 3 - BEHAVIOUR

The degree to which participants apply what they learned during training/learning program when they are back on the job

## 6 LEADERSHIP BEHAVIOURS

SCA	EXE	LIC
CEC	GRT	WOT

## PROFICIENCY LEVELS



## LEARNING NEEDS

Interpersonal Relationship	INR
Agility	AGL
Forward Thinking	FWT
Analytical Thinking	ATG
Problem Solving	PRS
Building Collaborative Partnership	BCP
Managing Change	CHG
Impact & Influence	INF
Creativity & Innovation	CRI
Developing Others	DEV
Concern for Order	CFO
Achievement Orientation	ACH
Entrepreneurship	ENT



# LEVEL 3 - BEHAVIOUR

6 Leadership Behavior	AGL	INF	CRI	ACH	ATG	FWT	PRS	CHG	CFO	ENT	INR	BCP	DEV	Challenge Assignment
Strategic Commercial Acumen					√	√	√			√				Participant develop future work unit model canvas to understand business challenge by: 1. Forecast changing in customer and its impact to business performance. 2. Identify opportunities and managerial problem at work unit. 3. Develop alternative actions and decide the most rational and accountable decision 4. Create anticipative planning to ensure that the implementation of the plan is carried away by creating preventive action
Execution Excellence	√		√	√	√	√	√	√	√	√				Participant should maintain quality of work unit services by: 1. Identify elements of service quality management 2. Identify current performance and set future performance using principle of management 3. Develop a work mechanism based on total quality service to maintain team effectiveness
Leading Innovation & Change	√	√	√		√	√	√	√		√	√	√		Participant should help team members adapt to changes by: 1. Identify needs of work unit to change 2. Identify peers or teams concern that holds them from changing 3. Create and implement persuasive communication plan to inspire team by defining clear vision, explaining why we need to change, and defining step by step to change
Customer Centricity	√	√	√							√	√	√	√	Participant should develop customer needs blueprint by: 1. Identify customer needs with selected tools 2. Reframe and define the problem in human-centric way 3. Create ideas in ideation sessions by encourage other to express contrary viewpoints and share information 4. Adopt a hands-on approach in prototyping 5. Develop a prototype based on solution to the problem occurred in testing phase
Growing Talent		√		√							√		√	Participant should encourage talent development by actively maintain routine coaching with: 1. Identify talent in work unit 2. Create work unit development plan 3. Coach team to take accountability for their performance and development 4. Be a coach of Intermediate level to inspire team development
Working Together											√	√		Participants encourage collaborative culture by initiating projects or activities collaborate with other work units in order to accelerate achievement in work teams

# LEVEL 4 – RESULT

The degree to which targeted outcomes occur as a result of the training/learning program and the support and accountability package

## INTERNAL LEADING FACTORS

- Reinforce;
- Volume/Production;
- Compliance;
- Safety;
- Cost;
- Efficiency;
- Employee Satisfaction

## LEVEL 4 – RESULT

The degree to which targeted outcomes occur as a result of the training/learning program and the support and accountability package

### EXTERNAL LEADING FACTORS

- Customer Response;
- Customer Satisfaction;
- Market/Industry Respons

